ELS® Educational Services
ELS INTERNATIONAL PATHWAYS®

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ELS Language Services, Inc. Date: September 10, 2018

Notice of Data Breach

Dear Customer,

We (ELS Language Services, Inc.) are contacting you today to alert you to a possible security breach involving your credit card information and other personal data.

What Happened?

We recently learned that a former employee of ELS Santa Monica is currently under FBI investigation for suspected theft of certain credit card information and other personal data from our customer records. This individual is no longer employed by ELS.

What Information Was Involved?

At this time, ELS understands that the possible security breach likely occurred between April of 2017 and August 22, 2018, which is the time period the former employee worked for ELS and was responsible for processing credit card information. Our records show that during the period in question, ELS processed payments you made with your credit card, which may have exposed your information to such risk. At this time ELS does not know how many individuals were adversely affected, or the potential consequences of the breach. The types of personal information that were or are reasonably believed to have been subject to the possible breach include: your name (first and last), passport number and photograph, email address, mailing address, billing address, and credit or debit card information (including security code).

What We Are Doing.

We are currently (and intend to continue) cooperating with the FBI and other law enforcement agencies in their investigations of this incident. We are also urgently investigating our own systems and procedures to: (1) identify the customers and personal data categories affected by this incident, and (2) determine how we might improve our practices to prevent similar instances in the future. While the situation is still developing, we wanted to alert you immediately and provide our guidance and support.

What You Can Do.

If you suspect fraudulent activity on your credit card or bank account, we are offering you 12 months of free credit monitoring and fraud detection through **ALL CLEAR**. To take advantage of these free services, please contact us at creditmonitoring@els.edu

You have until November 10th, 2018 to inform us and we will enroll you for these free services.

We encourage you to promptly review your credit card statements and charges from the time you submitted your credit card to ELS, and onwards. If you observe any charges that you feel may have been unauthorized, please contact your bank or credit card provider promptly to dispute these charges, inform them of an FBI investigation of criminal activity, and request immediate reissuance of your credit card. In addition, you may contact the following credit bureaus to order credit reports and seek a credit freeze, if you so desire.

TransUnion	P.O. Box 1000 Chester, PA 19022	1-800-916-8800
Equifax	P.O. Box 740241 Atlanta, GA 30374-0241	1-800-685-1111
Experian	P.O. Box 2104 Allen, TX 75013-0949	1-888-397-3742

For More Information

If you have a question regarding any of the above, please contact us at:

creditmonitoring@els.edu

ELS values your business and your success, as well as the privacy of information you shared with us. We deeply regret any inconvenience the criminal breach of our records may have caused you, and will do all we can to support and assist.

With our kind regards,

Chief Operating Office

ELS Educational Services, Inc.